

## **ONSITE PROTOCOLS**

### **Service Coordination**

#### **Components of Onsite Visit:**

##### **1. File Review**

- Tailor File Review Sheet to specifically address service coordination indicator.
- Criteria of the File Review Sheet
  - Service Coordinator Identified on IFSP Cover Page
  - Discipline Of Service Coordinator
  - Eligibility Criteria
  - Service coordinator assigned during the IFSP process
  - Discipline of SC meet needs of child
  - Documentation of distribution of Family Rights
    - Intake
    - Eligibility Evaluation
    - IFSP & Reviews(IFSP signature page and/or review page)
  - Documentation of explanation of Family Rights
  - Release forms are completed
  - IFSP reviewed at 6 months
  - Review page utilized
  - IFSP services match Progress notes (SC ensures provision of services)
  - All pages/Components of IFSP are complete
  - Transition Page present and complete
- Number of Files to Review:
  - Small Program (0-250) – 40 records
  - Medium Program (259 – 549) – 55 records
  - Large Program (550 +) – 70 records
- Select at least one file from each Service Coordinator (the number from each SC will depend on the sample of files)

## **2. Family Input**

- Focused group scheduled during the onsite visit
- Interviews scheduled during the onsite visit
- Survey to be completed and collected prior to onsite visit

### **Interviews:**

- match parents' interviewed with files reviewed
- The also allows for probing of the process
- Take a sample of files reviewed to interview - - the “file reviewer” does not have to be the “interviewer”

### **Survey/Questionnaire:** (English and Spanish)

- Sent to sample families

## **3. Administration Interview – Discuss Data found with Indicator to frame the Exit Interview**

- Program Director
- Team Leaders
- Supervisors

### **Frame questions:**

- Questions on policies and procedures around Service Coordination
- Federal and state requirements around service coordination
- Staff Training and supervision plan
- # of staff with CEIS
- Internal Grievance policy
- Types of staff and family training

## **4. Service Coordinator Focus Group**

- Include all Service Coordinators at Program
- May perform individual interviews with service coordinators

## **5. Exit Interview**

Summarize results of the onsite visit with the program administrator to discuss observations and/or need for corrective action.